

July 13, 2016

Mr. Ronald L. Brown  
Public Defender  
Public Defender's Office  
210 West Temple Street  
19-513 Clara Shortridge Foltz Criminal Justice Center  
Los Angeles, California 90012

Dear Mr. Brown:

The Quality and Productivity Commission thanks you for a well-detailed update on business operations and emerging projects during the biennial Department Visit today (July 13, 2016). We are pleased with the successful implementation of Phase I of the Public Defender Statistical System (PDSS). The key performance indicators in PDSS will validate Department needs and track attorney workload.

PDSS is clearly an effective data management tool to establish metrics and outcomes for felonies, attorney workload, budget requests, and other office operations. We encourage the continued development of dashboards for the PDSS, which will interface with the Client/Case Management System (CCMS), currently in development.

Commissioners also commend your commitment to Justice Reform, and implementation of a holistic model of representation for juveniles and adults. To this end, the addition of psychiatric social workers have provided valuable input to attorneys as they navigate the myriad of social services available, and work to connect clients with the much-needed services.

Commissioners also were impressed with your quality and productivity achievements in the following areas:

- Expanding the Video Interpretation Program staff from two to five and adding three-way, call-in conferencing to better service clients
- Launching a pilot Jail-Mental Health Program at the Airport Courthouse
- Collaborating with the Department of Public Social Services on the Transitional Subsidized Employment program, which provides clerical jobs for CalWORKS recipients

***We support plain language***

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Quality and Productivity  
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effective and caring service"***

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- Strengthening the CARE (Client Assessment Recommendations and Evaluation) program team with psychiatric social workers
- Expanding the Virtual Office option Departmentwide, which has enabled attorneys and clerical staff to be more productive and efficient

The Commission looks forward to working with you on:

- Identifying funding for a consultant to assist with developing a Departmentwide data strategy
- Improving internal and external communications, and training for attorneys in writing motions and other documents
- Submitting projects, such as a pilot program for Interpretive Services, for grant and/or loan support from the Productivity Investment Fund

Thank you for the opportunity to discuss your business operations. We look forward to working with you and Productivity Managers Joanne Rotstein and Jenny Brown. Please contact Victoria Pipkin-Lane, Executive Director, at (213) 974-1361 for additional information.

Sincerely,



RODNEY C. GIBSON  
Chair

RCG:VPL:LP

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